

FIG.1

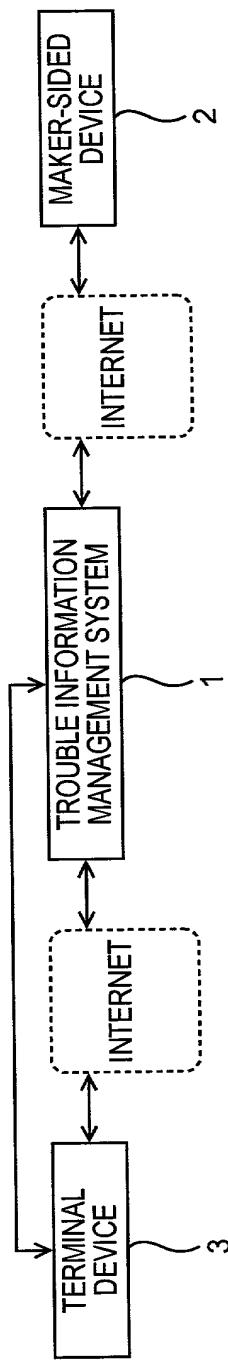


FIG.2

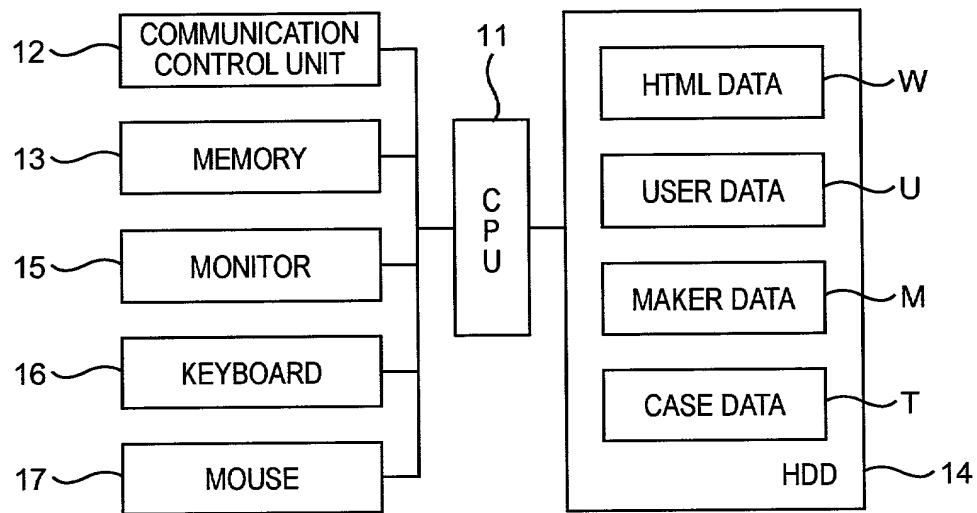


FIG.3

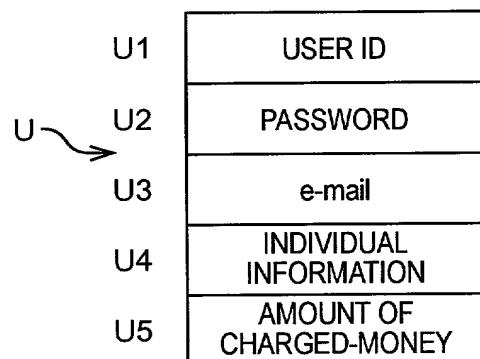


FIG.4

M1	MAKER ID
M2	e-mail
M3	PROVIDED-COMPONENT

FIG.5

T1	CASE NUMBER
T2	USER ID
T3	WARE-CATEGORY
T4	TROUBLE COMPONENT
T5	NAME OF TROUBLE CASE
T6	TROUBLE CONTENT
T7	USING OS
T8	USING PC
T9	CAUSE
T10	TROUBLESHOOTING PROCEDURE
T11	HIT COUNT
T12	TROUBLESHOOTING COUNT
T13	RELATED COMPONENT

FIG.6

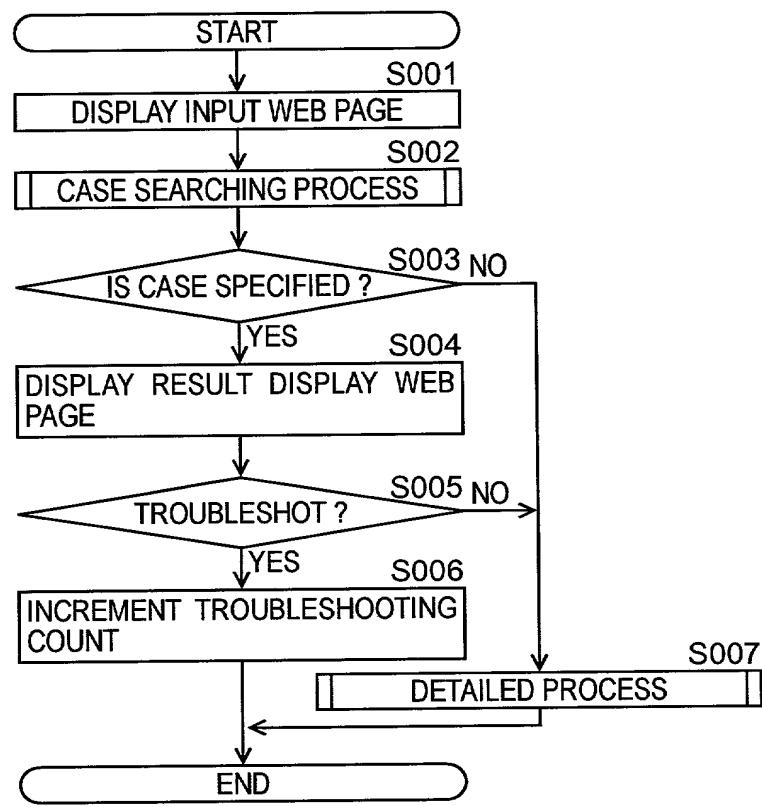


FIG.7

WARE-CATEGORY	<input type="checkbox"/> HADWARE	<input checked="" type="checkbox"/> SOFTWRE
TROUBLE COMPONENT	:	WORD PROCESSOR-C
NAME OF TROUBLE CASE	:	...
TROUBLE CONTENT	:
USING OS	:	OS-B
USING PC	:	PC-A
USING COMPONENT 1	:	WORD PROCESSOR-C
USING COMPONENT 2	:	SPREADSHEET-D
USING COMPONENT 3	:	
USING COMPONENT 4	:	
TRANSMIT		CANCEL

FIG.8

WARE-CATEGORY	<input type="checkbox"/> HARDWARE	<input checked="" type="checkbox"/> SOFTWARE
TROUBLE COMPONENT	:	WORD PROCESSOR-C
NAME OF TROUBLE CASE	:	...
TROUBLE CONTENT	:
USING OS	:	OS-B
USING PC	:	PC-A
USING COMPONENT 1	:	WORD PROCESSOR-C
USING COMPONENT 2	:	SPREADSHEET-D
USING COMPONENT 3	:	
USING COMPONENT 4	:	
CAUSE	:
TROUBLESHOOTING PROCEDURE		:
<input type="checkbox"/> TROUBLESHOT		<input type="checkbox"/> NON-TROUBLESHOT

FIG.9

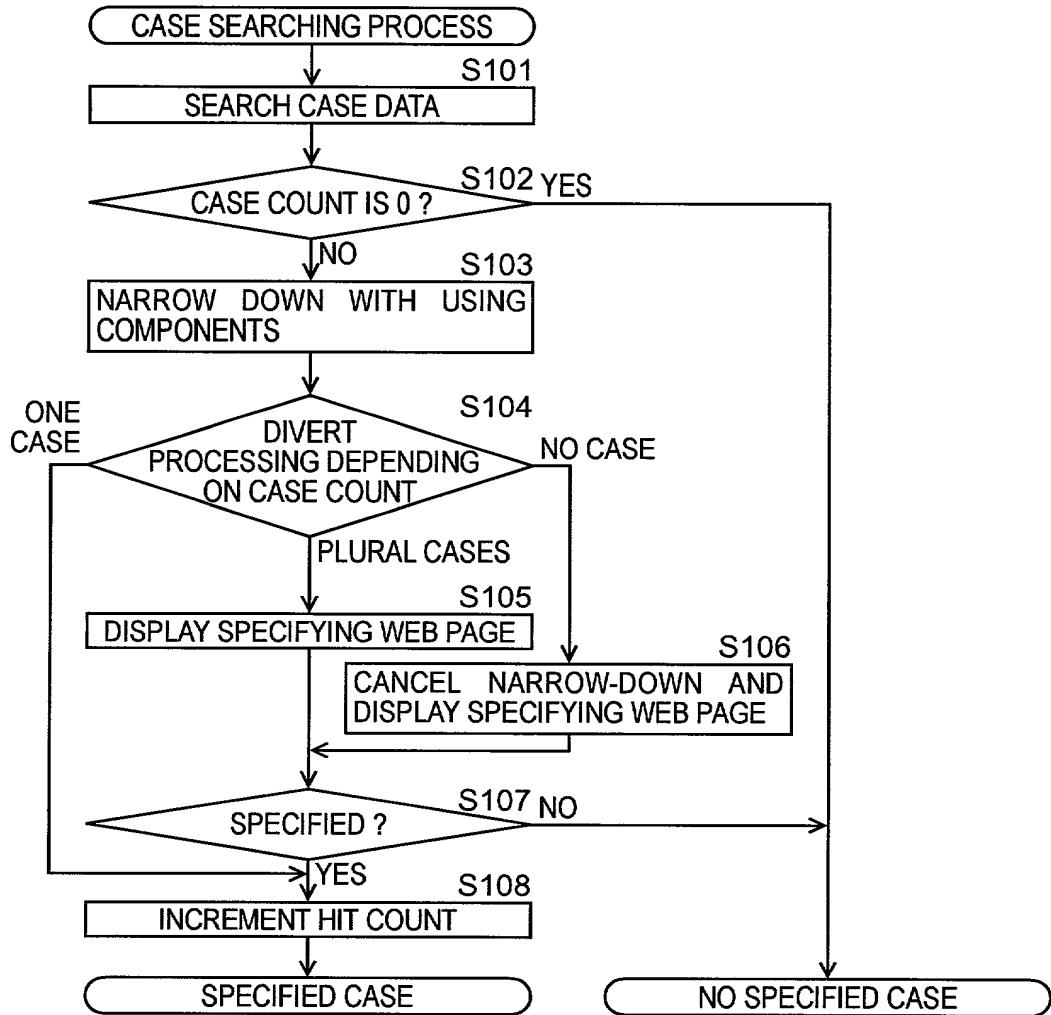


FIG.10

CASE NUMBER	RELATED COMPONENT	TRROUBLE COMPONENT	USING OS	USING PC	NAME OF TROUBLE CASE	TRROUBLE CONTENT
1000	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	UTILITY-E	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	MAIL SOFTWARE-F	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1001	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1001	TOOL-H	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1002	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	CAD-G	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1003	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A

FIG.11

CASE NUMBER	RELATED COMPONENT	TROUBLE COMPONENT	USING OS	USING PC	NAME OF TROUBLE CASE	TROUBLE CONTENT
1000	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	UTILITY-E	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	MAIL SOFTWARE-F	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1001	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1001	TOOL-H	WORD PROCESSOR-C	OS-B	PC-A	△△△	△△△
1002	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	CAD-G	WORD PROCESSOR-C	OS-B	PC-A	×××	×××

FIG.12

CASE NUMBER	RELATED COMPONENT	TROUBLE COMPONENT	USING OS	USING PC	NAME OF TROUBLE CASE	TROUBLE CONTENT
1000	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	UTILITY-E	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1000	MAIL SOFTWARE-F	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1002	WORD PROCESSOR-C	WORD PROCESSOR-C	OS-B	PC-A	○○○	○○○
1002	SPREADSHEET-D	WORD PROCESSOR-C	OS-B	PC-A	×××	×××
1002	CAD-G	WORD PROCESSOR-C	OS-B	PC-A	×××	×××

FIG.13

TROUBLE COMPONENT	:	WORD PROCESSOR-C																										
NAME OF TROUBLE CASE	:	...																										
<table border="1"> <tr> <td rowspan="4">1</td> <td>USING COMPONENT 1</td> <td>:</td> <td>WORD PROCESSOR-C</td> </tr> <tr> <td>USING COMPONENT 2</td> <td>:</td> <td>SPREADSHEET-D</td> </tr> <tr> <td>USING COMPONENT 3</td> <td>:</td> <td>UTILITY-E</td> </tr> <tr> <td>USING COMPONENT 4</td> <td>:</td> <td>MAIL SOFTRWRE-F</td> </tr> <tr> <td colspan="3"> </td> </tr> <tr> <td rowspan="3">2</td> <td>USING COMPONENT 1</td> <td>:</td> <td>WORD PROCESSOR-C</td> </tr> <tr> <td>USING COMPONENT 2</td> <td>:</td> <td>SPREADSHEET-D</td> </tr> <tr> <td>USING COMPONENT 3</td> <td>:</td> <td>CAD-G</td> </tr> </table>			1	USING COMPONENT 1	:	WORD PROCESSOR-C	USING COMPONENT 2	:	SPREADSHEET-D	USING COMPONENT 3	:	UTILITY-E	USING COMPONENT 4	:	MAIL SOFTRWRE-F				2	USING COMPONENT 1	:	WORD PROCESSOR-C	USING COMPONENT 2	:	SPREADSHEET-D	USING COMPONENT 3	:	CAD-G
1	USING COMPONENT 1	:		WORD PROCESSOR-C																								
	USING COMPONENT 2	:		SPREADSHEET-D																								
	USING COMPONENT 3	:		UTILITY-E																								
	USING COMPONENT 4	:	MAIL SOFTRWRE-F																									
2	USING COMPONENT 1	:	WORD PROCESSOR-C																									
	USING COMPONENT 2	:	SPREADSHEET-D																									
	USING COMPONENT 3	:	CAD-G																									
<input type="button" value="CANCEL"/>																												

FIG.14

